

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 44658, dated November 19, 2018 for the Mississippi Department of Transportation (MDOT)

From: Craig P. Orgeron, Ph.D.

Date: December 19, 2018

Subject: Responses to Questions Submitted and Clarifications to Specifications

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LOC Number 44658 is hereby amended as follows:

1. **Item 3, Procurement Project Schedule is amended as follows:**

Task	Date
Release of LOC	Monday, November 19, 2018
Deadline to Request an Equipment Inspection	Monday, December 3, 2018
Deadline for Vendors' Written Questions	Tuesday, December 4, 2018 at 3:00 p.m. Central Time
Addendum with Vendors' Questions and Answers	Friday, December 14, 2018 Wednesday, December 19, 2018
Proposals Due	Friday, December 21, 2018 Wednesday, December 26, 2018 at 3:00 p.m. Central Time
Proposal Evaluation	Friday, December 21, 2018 December 26, 2018 – January 11, 2019
Notification of Award	Tuesday, January 4, 2019 Friday, January 11, 2019
Contract Negotiations	Tuesday, January 4, 2019 Friday, January 11, 2019
Maintenance Begins	Friday, February 1, 2019

2. **Item 7.1 is being amended to read:**

"Vendor must propose a fully-loaded fixed price contract that includes all parts, ~~labor, and travel~~ and any charges for drop ship for prime-shift (8 A.M. to 5 P.M., Monday through

Friday) on-site maintenance support for the equipment in the Equipment List, Attachment A-1 E. Vendor must provide details on what this maintenance includes.”

3. Item 7.6 is hereby deleted:

~~“Vendor must provide all services needed to keep the listed equipment operating properly, including periodic testing, repairs to include all necessary parts and labor, preventive and remedial maintenance.”~~

4. Item 7.7 is hereby deleted:

~~“Vendor must provide a one (1) hour telephone response time for all equipment. Vendor must provide onsite response to service requests within four (4) hours of service call for all components listed in Attachment E.”~~

5. Item 7.8 is being amended to read:

~~“Response time for equipment replacement should be based on the level of SmartNet purchase. The requested levels of coverage are outlined in Attachment A and a description of coverage in the table in Item 2. routine service requests shall not be later than the next business day after receipt of call on all repairs not requiring parts ordering, and a maximum two (2) working days turnaround from the point the call is made on all repairs requiring parts ordering. If after two (2) days the item has not been repaired, a compatible loaner unit or replacement will be provided at no additional charge. If the Vendor determines at the initial equipment inspection that repair parts cannot be acquired within two (2) working days, Vendor will provide a compatible loaner unit at that time. If the repairs have not been made within the above designated time frames, Vendor shall pay the Customer \$50.00 per hour for every hour of delay.”~~

6. Item 7.9 is being amended to read:

~~“Cisco Vendor shall be responsible for repairing or replacing all equipment listed on the equipment list. If the equipment is replaced, the replacement must be of equal or greater quality. Refurbished equipment is acceptable as a replacement. Equipment supplied as a replacement becomes the property of MDOT. Cisco The Vendor must work with MDOT to update the property system with the proper serial number information. Cisco Vendor is responsible for returning all State of Mississippi property labels to MDOT on equipment that will be taken out of service.”~~

7. Item 7.11 is deleted:

~~“Vendor shall maintain in-house, the most frequently used supply replacement parts needed to service the equipment. Replacement parts will be new and not used or refurbished, and will either be manufactured by, and/or meet the minimum specifications established by the manufacturer of the equipment. Title to all replacement parts installed in the equipment will pass to MDOT at the time of replacement, and title to parts removed for replacement will, at the time of replacement, pass to the Vendor.”~~

8. Item 7.12 is being amended to read:

~~“MDOT requires that no limitations be placed on the number of authorized MDOT staff members who can place a service call to Cisco Technical Assistance Center (TAC) the vendor.”~~

9. Item 7.13 is hereby deleted:

~~“Vendor must provide toll free and/or local telephone support for the proposed equipment.”~~

10. ATTACHMENT A - COST INFORMATION FORM is being replaced with ATTACHMENT A-1 – COST INFORMATION FORM.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Are we responsible for RMA the old equipment?

Response: **No, MDOT will work with Cisco directly to RMA the old equipment.**

Question 2: In the last year how many device replacements have you had?

Response: **Per Item 7.9 of the LOC, replacement of equipment is the responsibility of Cisco. MDOT believes that this information is not pertinent for this procurement.**

Question 3: Is this contract a hardware and software replacement or is this break fix? Are we required to troubleshoot the hardware or software?

Response: **MDOT is requesting Cisco SmartNet maintenance for all items listed. Vendors are only required to provide Cisco SmartNet maintenance, not a vendor service. All troubleshooting will be done by MDOT staff.**

Question 4: For the 24X7X4 is that 4 hour for replacement or shipping parts?

Response: **The 24x7x4 is a four hour requirement to receive the replacement part(s) from Cisco. From experience, Cisco usually has someone hand deliver this within four hours after it is determined that replacement part(s) are needed.**

Question 5: Where is attachment E? "Vendor must propose a fully-loaded fixed price contract that includes all parts, labor, and travel for prime-shift (8 A.M. to 5 P.M., Monday through Friday) on-site maintenance support for the equipment in the Equipment List, Attachment E. Vendor must provide details on what this maintenance includes."

Response: **Refer to Amendment Number 2 in this Memorandum.**

Question 6: Is there a list of frequently replaced parts?

Response: **See response to Question Number 2.**

Question 7: For software support are you talking about configuration support or are you talking about upgrading equipment

Response: **MDOT will handle this directly with Cisco TAC.**

Question 8: Will any of this include configuring of devices? If so is there an updated detailed network design?

Response: **MDOT will handle this directly with Cisco TAC.**

Question 9: If Fiber is dirty who is responsible for cleaning it?

Response: **MDOT believes that the question is not relative because Vendors are not responsible for any cable problems regardless of any situation. Cisco is responsible for the optics transceivers, which connect to MDOT fiber/cable. MDOT is responsible for any cable issues.**

Question 10: Will this include configuring of devices.

Response: **No, MDOT will handle this directly with Cisco TAC.**

Question 11: Will this include cabling?

Response: **No, cabling is MDOT's responsibility.**

Question 12: Are we responsible for any cable problem? If it is not a cisco issue but a hardware cable problem?

Response: **No, MDOT is responsible for cable problems.**

Question 13: Will the vendor be responsible for replacing configuration on the device after hardware or software replacement?

Response: **No, MDOT will handle this directly with Cisco TAC.**

Question 14: Will the vendor be responsible for any configuration of devices? Or backing up any configurations on devices before hardware or software replacement?

Response: **No, MDOT will handle this directly with Cisco TAC.**

Question15: Will MDOT IT have someone working with the vendor to verify the hardware and software is working properly after install?

Response: **MDOT will handle this directly with Cisco TAC.**

Question 16: The following serial numbers are duplicates in the listing. Are there other serial numbers that should be in the place of these? Trying to verify total number of AP's.

AIR-AP2702I-UXK9	30-APR-2024	FCW2009P1UA
AIR-AP2702I-UXK9	30-APR-2024	FCW2009P38T
AIR-AP2702I-UXK9	30-APR-2024	FCW2010NDZ4
AIR-AP2702I-UXK9	30-APR-2024	FCW2010NECV
AIR-AP2702I-UXK9	30-APR-2024	FCW2012NR9M
AIR-AP2702I-UXK9	30-APR-2024	FCW2012NR9N
AIR-AP2702I-UXK9	30-APR-2024	FCW2012NRB8
AIR-AP2702I-UXK9	30-APR-2024	FCW2012NRBA
AIR-AP2702I-UXK9	30-APR-2024	FCW2012NRBD

AIR-AP2702I-UXK9	30-APR-2024	FCW2012NRBE
AIR-AP2702I-UXK9	30-APR-2024	FCW2012NRBG
AIR-AP2702I-UXK9	30-APR-2024	FCW2012NRBH
AIR-AP2702I-UXK9	30-APR-2024	FCW2012NRBL

Response: No, duplicate items have been removed. A revised Cost Form is included as Attachment A-1.

Question 17: Can you please provide the Instance Number for the software items? Without the Instance Number, we will not be able to reflect that these are renewals for software that has already been purchased.

Response: The numbers are provided on the revised Cost Form included as Attachment A-1.

Question 18: On LOC 44658, in Section 6/7, it is written as if the “Vendor” will be providing maintenance. Is MDOT ok with a Vendor providing Cisco SmartNet outside of Cisco? Or is this considered a “pass through” as MDOT is requesting SmartNet to be provide from Cisco (The manufacturer, not a 3rd party vendor support)? In the past MDOT has only accepted maintenance to be through the manufacturer.

Response: Yes, this is considered a “pass through”.

Question 19: Assuming it would be a “Pass Through” should the following sections be amended?
6.4 - would change to how Cisco would handle each scenario, right?

Response: Yes, Vendors should list how Cisco SmartNet’s warranty would cover each scenario.

Question 20: Assuming it would be a “Pass Through” should the following sections be amended?
6.5 and 6.6 – would change to how Cisco would handle each of these?

Response: Yes, Vendors should list how Cisco SmartNet’s warranty would cover these scenarios.

LOC responses are due December 26, 2018 at 3:00 p.m. (Central Time). If you have any questions concerning the information above or if we can be of further assistance, please contact Jordan Barber at 601-432-8005 or via email at jordan.barber@its.ms.gov.

Enclosure: Attachment A-1 Cost Information Form

cc: ITS Project File Number 44658